



## imageFORMULA DR-G1100 Service and Support

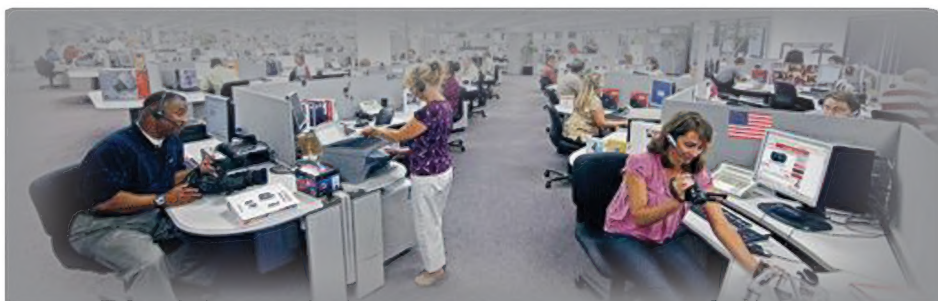
A true industry leader understands that reputations are earned one customer at a time, which is why Canon has at its foundation an uncompromising dedication to product reliability, service, and support. From cutting-edge technology to industry-leading response times, Canon U.S.A. takes pride in delivering complete customer satisfaction. Canon warranty and eCarePAK® extended service options have been created to help save costs associated with scanner maintenance, maximize uptime throughout the life of the product, and make you feel confident in your Canon scanning investment for years to come. You will be afforded the following benefits:

- Parts and labor coverage under all packages, to protect from unforeseen repair costs, and limit post-purchase expenses
- Prompt service, responsive to user needs
- Highly developed repair facilities, where product storage, maintenance, and exchange occurs, help ensures comprehensive management and upkeep of products
- Repairs performed by Canon-certified personnel using genuine Canon parts
- Quick turnaround for repairs
- 60 years of industry leadership and quality repairs

Canon U.S.A. also maintains a world-class 100% U.S.-based call center staffed with over 500 Canon employees. Through your toll-free telephone access, highly trained and experienced specialists stand ready to assist you. Committed to quick and easy resolution of all support issues, our specialists deliver industry-leading response times and quality support, and possess the knowledge to rectify scanner hardware issues.

### ***The imageFORMULA DR-G1100 Scanner is bundled with 90-Day On-Site Warranty Service.***

This provides you with a convenient and professional method of getting your product repaired. A service engineer (if required) will usually be dispatched the next business day. Parts, labor, and service engineer travel expenses are covered.

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**For more information about Canon service and support,  
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# imageFORMULA DR-G1100

## Service and Support



**Canon eCarePAK Extended Service Plan** is a cost-effective and easy-to-use program that provides service and support coverage beyond the initial warranty period at a very attractive price. eCarePAK Extended Service Plan offers toll-free Canon technical support and includes

On-Site Service. Protect against unforeseen repair costs and excessive downtime, and enjoy peace of mind for many years to come knowing your new equipment is covered. The initial eCarePAK Extended Service Plan must be purchased during your original scanner warranty period. Varied initial durations are available, up to a maximum of five years total of coverage, and coverage becomes effective on the date the original warranty expires. Renewals are also available, and must be purchased during your eCarePAK Extended Service Plan coverage period.

Canon Item Code	Description	Covers
5353B001AA	eCarePAK - LVP - On-Site Service Program - 1 Year	Parts, Labor, Travel
5353B002AA	eCarePAK - LVP - On-Site Service Program - 2 Years	Parts, Labor, Travel
5353B003AA	eCarePAK - LVP - On-Site Service Program - 3 Years	Parts, Labor, Travel
5353B004AA	eCarePAK - LVP - On-Site Service Program - 4 Years	Parts, Labor, Travel
5353B005AA	eCarePAK - LVP - On-Site Service Program - 9 Months	Parts, Labor, Travel
5353B006AA	eCarePAK - LVP - On-Site Service Program - 9 Months + 1 Year	Parts, Labor, Travel
5353B007AA	eCarePAK - LVP - On-Site Service Program - 9 Months + 2 Years	Parts, Labor, Travel
5353B008AA	eCarePAK - LVP - On-Site Service Program - 9 Months + 3 Years	Parts, Labor, Travel
5353B009AA	eCarePAK - LVP - On-Site Service Program - 9 Months + 4 Years	Parts, Labor, Travel

### eCarePAK Installation and Training Service Plan

For DR-G1100 eCarePAK Installation and Training service packages are available at an attractive price. Canon eCarePAK Installation Service provides installation of the DR-G1100, including accessories, by a Canon-trained field service engineer at your site. Installation and Training Service combines Installation Service with operator training, for items including basic maintenance, diagnostics, drivers, and Canon bundled software.

Canon Item Code	Description	Covers
8176B003AA	eCarePAK - Onsite Installation	Installation, Travel
8176B002AA	eCarePAK - Onsite Installation and Training	Installation, Training, Travel

### eCarePAK Preventative Maintenance

eCarePAK Preventative Maintenance is available. Canon eCarePAK Preventative Maintenance provides machine inspection, cleaning, adjustment, replacement of required consumables, and operator instruction on routine maintenance of the scanner by a Canon-trained field service engineer at your site. Preventative Maintenance can be purchased on a stand-alone basis, or combined with another eCarePAK Extended Service Plan.

Canon Item Code	Description	Covers
5353B020AA	eCarePAK - LVP - Single-Event Preventative Maintenance (PM)	Training, Parts, Consumables, Labor, Travel
5353B011AA	eCarePAK - LVP - On-Site Service Program - 1 Year - 1 PM	Training, Parts, Consumables, Labor, Travel
5353B012AA	eCarePAK - LVP - On-Site Service Program - 2 Years - 2 PMs	Training, Parts, Consumables, Labor, Travel
5353B013AA	eCarePAK - LVP - On-Site Service Program - 3 Years - 3 PMs	Training, Parts, Consumables, Labor, Travel
5354B014AA	eCarePAK - LVP - On-Site Service Program - 4 Years - 4 PMs	Training, Parts, Consumables, Labor, Travel
5354B015AA	eCarePAK - LVP - On-Site Service Program - 9 Months - 1PM	Training, Parts, Consumables, Labor, Travel
5354B016AA	eCarePAK - LVP - On-Site Service Program - 9 Months + 1 Year - 2 PMs	Training, Parts, Consumables, Labor, Travel
5354B017AA	eCarePAK - LVP - On-Site Service Program - 9 Months + 2 Years - 3 PMs	Training, Parts, Consumables, Labor, Travel
5354B018AA	eCarePAK - LVP - On-Site Service Program - 9 Months + 3 Years - 4 PMs	Training, Parts, Consumables, Labor, Travel
5354B019AA	eCarePAK - LVP - On-Site Service Program - 9 Months + 4 Years - 5 PMs	Training, Parts, Consumables, Labor, Travel

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